

Vermont Mental Health Performance Indicator Project
Agency of Human Services, Department of Health, Division of Mental Health
Weeks Building, 103 South Main Street, Waterbury, VT 05671-1601

MEMORANDUM

TO: Vermont Mental Health Performance Indicator Project
Advisory Group and Interested Parties

FROM: John Pandiani
Stephen Morabito
Alice Maynard

DATE: April 15, 2005

RE: Case Workers' Evaluation of Children's Services Programs

This week's PIP provides an overview of the results of our survey conducted during the fall of 2004 regarding the performance of community mental health child and adolescent services programs in Vermont. The survey asked case workers in the Division of Family Services (formerly the Division of Social Services in the Department of Social and Rehabilitation Services) to evaluate the services provided to their clients. The attached pages describe the study (page 2), summarize the results on the regional and statewide levels (page 2), compare these results to a previous survey of the same population (page 3), provide item-by-item rates for each region of the state (page 4), present the response rates by district (page 5), and show the number and percent of youth receiving Community Mental Health Services (page 6).

A technical report that includes detailed results and discussion of methodology is available on the DMH web site at <http://www.ddmhs.state.vt.us/docs/res-eval/satisfaction-research/04srstechnicalreport.pdf>. For copies of the technical report of the findings of our previous survey of case workers, visit <http://www.ddmhs.state.vt.us/docs/res-eval/satisfaction-research/01srstechnicalreport.pdf>.

We will appreciate your questions, comments, and suggestions for future indicators of the functioning and performance of Children's Mental Health programs. As always, please address your suggestions to pip@vdh.state.vt.us or call 802-241-2638.

EVALUATION OF CHILD AND ADOLESCENT MENTAL HEALTH PROGRAMS

By Family Services Case Workers in Vermont: 2004 PROJECT OVERVIEW AND SUMMARY OF RESULTS

During the fall of 2004, the Child and Family Unit of the Division Mental Health mailed a survey to case workers in the Division of Family Services (DFS) in the Department for Children and Families*. The purpose of the survey was to evaluate the child and adolescent mental health program in their local community mental health center. The Division of Child Welfare and Youth Justice is the state agency responsible for providing child protection and juvenile justice services to children and adolescents in Vermont. Many of these young people also receive community mental health services.

The Vermont survey of DFS case workers was designed to provide information that would help to assess and compare the performance of child and adolescent mental health programs in Vermont. It is part of a larger effort to measure community mental health performance from a variety of perspectives, both objective and subjective. The findings should be considered in light of the opinions of other stakeholders and families as well as objective measures of access to care, service delivery patterns, service system information, and treatment outcomes.

The survey instrument was developed using the 1999 Youth Survey as a base to facilitate cross informant comparisons and modified to address human service issues in consultation with Vermont stakeholders. All case workers in the Vermont DFS district offices were mailed questionnaires that asked for their opinion of various aspects of these services. Most of the eligible respondents work with only one local community mental health center. In total, 80 (35%) of the potential pool of 229 questionnaires were returned completed. Since some case workers have two local centers, potential respondents were asked to complete two questionnaires if this was the case. Two case workers wrote the names of two clinics on each of their surveys. The responses of these two case worker surveys were used in analyses of scales for both clinics. This mailed survey followed a failed attempt at web-based data collection. The response rate for this survey may have suffered as a result.

Methodology

The questionnaire consisted of twenty-two fixed alternative items and four open-ended questions. In order to facilitate comparison of Vermont's ten child and adolescent mental health programs, the DFS case workers' responses to the fixed alternative items were combined into three composite scales. These scales focus on positive **overall** case worker evaluation of program performance, and positive evaluation of program performance with regard to **staff**, and **quality**. A fourth scale (*outcomes*) was intended; however, the rating labels were erroneously excluded from the survey for these questions and thus not used in the analysis. (For details of scale construction, see the Technical Report.) Reports of significance are at the 95% confidence level ($p > .05$). The percentages of case workers making positive and negative narrative comments in response to the open-ended questions are noted here as well.

Overall Results

Detailed statewide and regional results are summarized in the Technical Report. On the *overall* measure of program performance, 32% of the respondents evaluated the programs positively. Fixed alternative items related to *staff*, received more favorable responses (45% favorable) than items related to *service quality* (26% favorable). Figure 1 compares the results of the 2000 Case Worker Survey with those of the current survey.

*Formerly the Department of Social and Rehabilitation Services' Division of Social Services.

Figure 1

**Comparison of Case Worker Evaluations
of Child and Adolescent Mental Health Programs
2000 and 2004**











































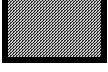

















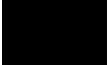


Agency	Overall		Staff		Service Quality	
	2000	2004	2000	2004	2000	2004
Addison						
Washington						
Chittenden						
Bennington						
Lamoille						
Northeast						
Southeast						
Orange						
Northwest						
Rutland						
Key						
		Better than average		No difference		Worse than average

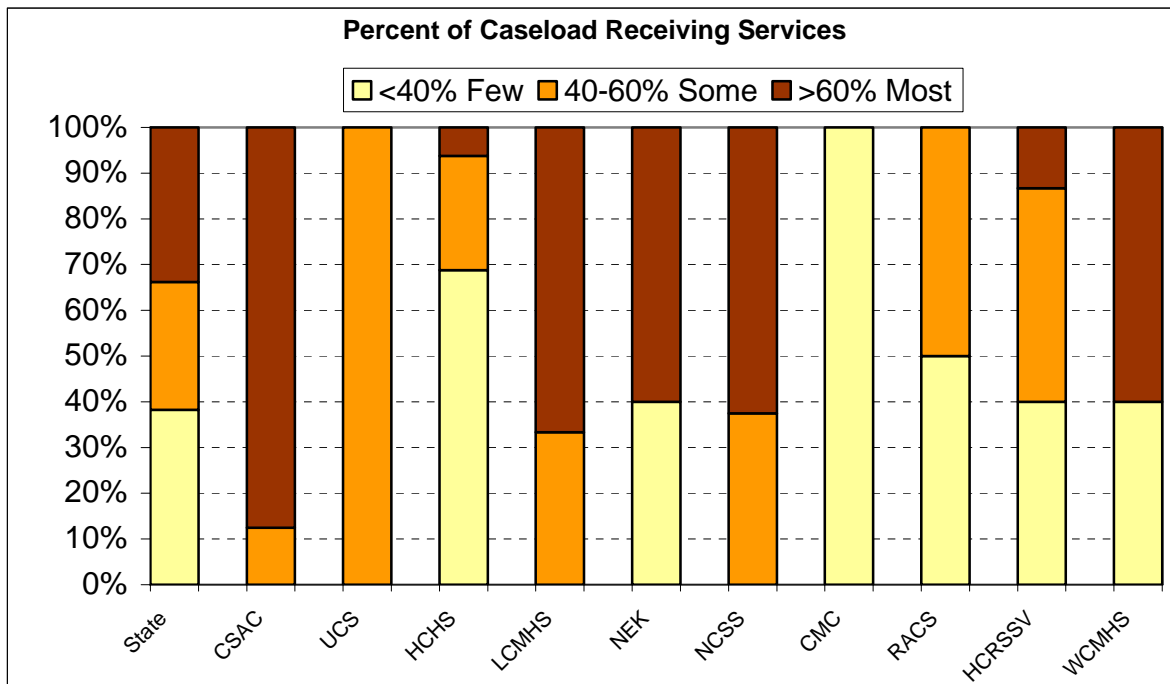
Table 1
Positive Responses to Individual Fixed Alternative Questions
By Program

	State	Addison	Northwest	Chittenden	Lamoille	Southeast	Northeast	Orange	Rutland	Bennington	Washington
<i>I like the staff who work with me</i>	74%	88%	63%	79%	80%	75%	56%	100%	20%	100%	100%
<i>The services this mental health center provides are helpful</i>	69%	100%	63%	79%	60%	63%	44%	33%	25%	100%	100%
<i>Staff work effectively with young people</i>	63%	100%	63%	74%	60%	44%	38%	33%	20%	100%	100%
<i>I feel respected by the staff</i>	60%	88%	63%	63%	20%	50%	44%	67%	20%	100%	100%
<i>I would recommend this mental health center to other professionals for their clients</i>	58%	100%	50%	74%	40%	38%	33%	33%	0%	100%	100%
<i>The clinical staff is adequately trained and supervised</i>	56%	100%	25%	79%	0%	50%	22%	33%	25%	67%	100%
<i>The staff listen to what I have to say</i>	54%	88%	43%	58%	40%	50%	33%	33%	0%	100%	100%
<i>This mental health center provides quality services</i>	52%	100%	38%	68%	40%	38%	22%	0%	20%	67%	100%
<i>The staff effectively use the strenghts of the child, family, and community</i>	51%	88%	50%	58%	40%	38%	33%	0%	20%	67%	100%
<i>The staff communicate clearly and effectively with other involved service providers</i>	48%	75%	38%	37%	40%	56%	33%	0%	20%	67%	100%
<i>The staff will "go the extra mile" to help children and their families</i>	47%	100%	25%	63%	40%	31%	44%	0%	0%	0%	100%
<i>The staff know how to work with the child welfare system</i>	45%	75%	63%	37%	60%	31%	33%	0%	0%	67%	100%
<i>This mental health center provides the type of mental health services needed by the children and families with whom we work</i>	41%	88%	38%	47%	40%	27%	11%	0%	0%	67%	83%
<i>The staff ask what I need</i>	40%	86%	0%	33%	40%	38%	22%	0%	20%	100%	100%
<i>This mental health center provides the amount of services needed by the children and families in this region</i>	26%	50%	25%	37%	20%	13%	11%	0%	0%	0%	67%
<i>Average</i>	52%	88%	43%	59%	41%	43%	32%	22%	13%	73%	97%

Table 2
Response Rate

DCF District Office	Surveys Sent	Surveys Received	Response Rate
Statewide Total	229	80	35%
St Johnsbury	10	8	80%
Middlebury	11	8	73%
Brattleboro	14	7	50%
Hartford	14	6	43%
Morrisville	13	5	38%
St Albans	23	8	35%
Burlington	55	19	35%
Barre	19	6	32%
Springfield	18	4	22%
Rutland	24	5	21%
Bennington	18	3	17%
Newport	10	1	10%

Figure 2
Case Worker Reports of How Many Youth on Their Caseload
Received Community Mental Health Care in the Past Year
at the Agency Which They Were Evaluating



Region/Provider	0-40%		40-60%		60-100%	
	#	%	#	%	#	%
Statewide	26	38%	19	28%	23	34%
Addison - CSAC	0	0%	1	13%	7	88%
Bennington - UCS	0	0%	1	100%	0	0%
Chittenden - HCHS	11	69%	4	25%	1	6%
Lamoille - LCMHS	0	0%	1	33%	2	67%
Northeast - NEK	2	40%	0	0%	3	60%
Northwest - NCSS	0	0%	3	38%	5	63%
Orange - CMC	3	100%	0	0%	0	0%
Rutland - RACS	2	50%	2	50%	0	0%
Southeast - HCRSSV	6	40%	7	47%	2	13%
Washington - WCMHS	2	40%	0	0%	3	60%